

**AMENDMENTS TO THE CLAIMS**

- 1    1. (Currently Amended) A method of automated data collection and analysis, the  
2       method comprising the machine-implemented steps of:  
3       receiving a request for information about a device, wherein the device is a network  
4                 element configured for receiving packets and transmitting the packets in a  
5                 packet-switched network;  
6       constructing a command set, wherein the command set is a set of executable  
7                 commands that indicate collection of data from the device and zero or more  
8                 other devices;  
9       sending a link referencing the command set to a computer associated with the device;  
10      at the computer associated with the device:  
11                 downloading the command set that is referenced in the link based on  
12                 following the link;  
13                 invoking a command runner module to execute the downloaded command set;  
14                 receiving a set of results from the device;  
15                 removing one or more confidential data elements from the set of results to  
16                 create a modified result set; and  
17                 providing the modified result set to a provider server that comprises an  
18                 analysis engine;  
19       receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are  
20                 based at least in part on a the modified result set of results received from the  
21                 device and produced by executing the command set; and  
22       determining a set of solutions based on the analysis results.
  
- 1    2. (Original)    The method of Claim 1, wherein the command set comprises one or  
2       more commands to collect data from two or more devices simultaneously.
  
- 1    3. (Original)    The method of Claim 1, wherein the command set comprises a first  
2       command to collect data from the device at a first time, and a second command to

3        collect data from the device at a second time, wherein the first time is different from  
4        the second time.

1        4. (Original)     The method of Claim 1, further comprising the step of producing the  
2        analysis results based on a result set, where the result set is based at least in part on  
3        the execution of the command set.

1        5. (Canceled)

1        6. (Original)     The method of Claim 1, further comprising the step of providing the  
2        set of solutions to a user.

1        7. (Original)     The method of Claim 1, wherein the step of constructing the command  
2        set comprises choosing one or more commands from a list of predefined commands.

1        8. (Original)     The method of Claim 7, wherein the step of choosing one or more  
2        commands from the list of predefined commands comprises choosing one or more  
3        commands based at least in part on the request for information about the device.

1        9. (Original)     The method of Claim 1, wherein the step of constructing the command  
2        set comprises defining new commands based on the request for information about the  
3        device.

1        10. (Currently Amended) A method for automated data collection from a network device  
2        and analysis of the data, the method comprising the machine-implemented steps of:  
3        receiving a request for information about the network device;  
4        constructing a command set, wherein the command set is a set of executable  
5        commands that indicate collection of data from the network device and zero or  
6        more other network devices;

7 sending a link referencing the command set for execution at to a computer associated  
8 with the network device;  
9 at the computer associated with the network device:  
10 downloading the command set that is referenced in the link based on  
11 following the link;  
12 invoking a command runner module to execute the downloaded command set;  
13 receiving a set of results from the network device;  
14 removing one or more confidential data elements from the set of results to  
15 create a modified result set; and  
16 providing the modified result set to a provider server that comprises an  
17 analysis engine;  
18 receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are  
19 based at least in part on a the modified result set of results received from the  
20 ~~network device and produced by executing the command set; and~~  
21 determining a set of solutions based on the analysis results.

1 11. (Currently Amended) A machine-readable medium carrying one or more sequences  
2 of instructions for automated data collection and analysis, which instructions, when  
3 executed by one or more processors, cause the one or more processors to carry out the  
4 steps of:  
5 receiving a request for information about a device, wherein the device is a network  
6 element configured for receiving packets and transmitting the packets in a  
7 packet-switched network;  
8 constructing a command set, wherein the command set is a set of executable  
9 commands that indicate collection of data from the device and zero or more  
10 other devices;  
11 sending a link referencing the command set for execution at to a computer associated  
12 with the device;  
13 at the computer associated with the device:  
14 downloading the command set that is referenced in the link based on  
15 following the link;

16       invoking a command runner module to execute the downloaded command set;  
17       receiving a set of results from the device;  
18       removing one or more confidential data elements from the set of results to  
19               create a modified result set; and  
20       providing the modified result set to a provider server that comprises an  
21               analysis engine;  
22       receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are  
23               based at least in part on a the modified result set of results received from the  
24               ~~device and produced by executing the command set;~~ and  
25       determining a set of solutions based on the analysis results.

1       12. (Currently Amended) An apparatus for automated data collection and analysis,  
2       comprising:  
3       means for receiving a request for information about a device, wherein the device is a  
4               network element configured for receiving packets and transmitting the packets  
5               in a packet-switched network;  
6       means for constructing a command set, wherein the command set is a set of  
7               executable commands that indicate collection of data from the device and zero  
8               or more other devices;  
9       means for sending a link referencing the command set for execution at to a computer  
10               associated with the device;  
11       at the computer associated with the device, means for performing the steps of:  
12               downloading the command set that is referenced in the link based on  
13               following the link;  
14               invoking a command runner module to execute the downloaded command set;  
15               receiving a set of results from the device;  
16               removing one or more confidential data elements from the set of results to  
17               create a modified result set; and  
18               providing the modified result set to a provider server that comprises an  
19               analysis engine;

20 means for receiving analysis results from ~~an~~ the analysis engine, wherein the analysis  
21 results are based at least in part on a ~~the modified result set of results received~~  
22 ~~from the device and produced by executing the command set;~~ and  
23 means for determining a set of solutions based on the analysis results.

1 13. (Currently Amended) An apparatus for automated data collection and analysis,  
2 comprising:  
3 a network interface that is coupled to a data network for receiving one or more packet  
4 flows therefrom;  
5 a processor;  
6 one or more stored sequences of instructions which, when executed by the processor,  
7 cause the processor to carry out the steps of:  
8 receiving a request for information about a device, wherein the device is a  
9 network element configured for receiving packets and transmitting the  
10 packets in a packet-switched network;  
11 constructing a command set, wherein the command set is a set of executable  
12 commands that indicate collection of data from the device and zero or  
13 more other devices;  
14 sending a link referencing the command set for execution at to a computer  
15 associated with the device;  
16 at the computer associated with the device:  
17 downloading the command set that is referenced in the link based on  
18 following the link;  
19 invoking a command runner module to execute the downloaded  
20 command set;  
21 receiving a set of results from the device;  
22 removing one or more confidential data elements from the set of  
23 results to create a modified result set; and  
24 providing the modified result set to a provider server that comprises an  
25 analysis engine;  
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27 receiving analysis results from ~~an~~ the analysis engine, wherein the analysis  
28 results are based at least in part on ~~a~~ the modified result set of results  
29 ~~received from the device and produced by executing the command set;~~  
30 and  
31 determining a set of solutions based on the analysis results.

1 14. (Canceled)

1 15. (Canceled)

1 16. (Canceled)

1 17. (Canceled)

1 18. (Canceled)

1 19. (Canceled)